

WIC OPERATIONS MANAGER
PROGRAM: UMATILLA-MORROW COUNTY HEAD START, INC.

Name: _____ Date: _____

1. UNACCEPTABLE	2. MARGINAL	3. COMPETENT	4. COMMENDABLE	5. DISTINGUISHED
-----------------	-------------	--------------	----------------	------------------

A. General Staff Responsibilities:

1. Participate in staff meetings, conferences, training sessions and workshops as assigned 1 2 3 4 5
2. Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency 1 2 3 4 5
3. Maintain congenial and respectful relations with staff, children, families and community 1 2 3 4 5
4. *Keep current and accurate records that conform to program policies..... 1 2 3 4 5
5. *Maintain confidentiality in regards to staff and family information..... 1 2 3 4 5
6. Maintain objectives and professional standards..... 1 2 3 4 5
7. Improve self-skills and education 1 2 3 4 5
8. *Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy 1 2 3 4 5
9. Perform any other work-related duties as requested by your supervisor 1 2 3 4 5
10. Be a contributory team member in a positive/productive manner 1 2 3 4 5
11. *Demonstrate commitment to mission, values, and policies in the performance of daily duties..... 1 2 3 4 5

*Comments or examples:

B. Program Operation:

1. Monitors program reports for caseload management..... 1 2 3 4 5
2. Reviews and ensures implementation of program regulations, informs Nutrition Services Director, and trains WIC staff in regulation changes 1 2 3 4 5
3. Yearly, work with WIC Nutrition Services Director to prepare, present, and implement Nutrition Education Plan for Oregon State Health Division 1 2 3 4 5
4. Supervise WIC Certification staff to ensure that WIC rules and regulations are met..... 1 2 3 4 5
5. Monitor completion of certification and follow-up appointments in TWIST, including documentation and follow-up of identified problems/needs..... 1 2 3 4 5
6. Monitors clinics to ensure that WIC rules and regulations and overall operations are followed 1 2 3 4 5
7. Complete annual Self-Review according to OSHD requirements 1 2 3 4 5
8. Instruct WIC Staff and ensure completion of the appropriate modules in the Nutrition Training Manual..... 1 2 3 4 5
9. Develop course and class outlines and evaluations with Nutrition Services Director for nutrition education..... 1 2 3 4 5
10. Maintain updated clinic Policy and Procedures 1 2 3 4 5
11. Compile month-end report for Nutrition Services Director 1 2 3 4 5
12. Coordinate services with community..... 1 2 3 4 5
13. Attend Oregon WIC Coordinator Association meetings 1 2 3 4 5
14. Facilitates WIC in-service meetings 1 2 3 4 5

*Comments or examples:

C. Nutrition Education:

- 1. Assess and monitor nutritional status of infants, children and women..... 1 2 3 4 5
- 2. Record documentation within TWIST file of participant as appropriate..... 1 2 3 4 5
- 3. Make referrals to outside providers when appropriate..... 1 2 3 4 5
- 4. Ensure teaching of nutrition education and breast feeding classes to participants and family 1 2 3 4 5
- 5. Develop working relationship with community care providers..... 1 2 3 4 5
- 6. Ensure scheduling for nutrition education classes 1 2 3 4 5
- * Comments or examples:

D. Supervisory Skills and Duties:

- 1. Provides regularly scheduled training to staff so that they can adequately complete their tasks and increase their skills..... 1 2 3 4 5
- 2. *Sets aside sufficient time to meet and plan with staff..... 1 2 3 4 5
- 3. Helps staff become more proficient by:
 - a. Patiently answering questions..... 1 2 3 4 5
 - b. Giving needed direction pleasantly..... 1 2 3 4 5
 - c. Recognizing accomplishments..... 1 2 3 4 5
 - d. Evaluating staff often and objectively 1 2 3 4 5
- 4. Delegates effectively and appropriately..... 1 2 3 4 5
- 5. Elicits staff input and acts on it..... 1 2 3 4 5
- 6. *Assures consistency of procedures and practices among staff..... 1 2 3 4 5
- 7. Acts on staff problems quickly and appropriately 1 2 3 4 5
- 8. *Ensures staff are aware of program policies and procedures 1 2 3 4 5
- 9. Regularly informs staff of inter-agency communication deadlines, and changes in policies and procedures..... 1 2 3 4 5
- 10. Assist in the interviewing and hiring process 1 2 3 4 5
- 11. *Ensures that staff is actively engaging in work..... 1 2 3 4 5
- 12. Promotes leadership skills in others..... 1 2 3 4 5
- 13. Completes performance evaluations at least annually with supervised staff 1 2 3 4 5
- * Comments or examples:

E. Staff Communication and Team Membership:

- 1. Share materials and information 1 2 3 4 5
- 2. *Use appropriate channels for concerns and does not interfere in a situation another staff person is handling 1 2 3 4 5
- 3. *Support team members and supervisor verbally and by attitude 1 2 3 4 5
- 4. Set aside sufficient time to meet and plan with team members 1 2 3 4 5
- * Comments or examples:

F. Work Ethics:

- 1. *Comes to work on time 1 2 3
- 2. Notifies supervisor prior to beginning of work day when not able to come to work 1 2 3
- 3. *Misses little time because of illness 1 2 3
- 4. Willingly accepts changes in program..... 1 2 3
- 5. Accepts and acts on constructive criticism 1 2 3

6. Follows through on accepted tasks or agreements..... 1 2 3
* Comments or examples:

Do you have long-term employment goals? _____

What help do you need to accomplish these goals? _____

Additional Information: _____

Supervisor's Signature _____ Date _____

WIC Operations Manager _____ Date _____

Rating Scale Explanation:

1. **UNACCEPTABLE** - Performance falls substantially short of the expectations for competency. Requires much improvement.
2. **MARGINAL** - Performance does not meet an acceptable level in all areas, but employee is steadily improving.
3. **COMPETENT** - Performance is fully acceptable. Performance meets standards set for the position on a consistent basis.
4. **COMMENDABLE** - Performance is significantly better than average. Consistently exceeds standards; distinctive performance.
5. **DISTINGUISHED** - Exceptional performance of unusually high caliber. Remarkable achievement and pacesetter performance.

Any task marked 1, 2, or 5 must have a comment written to justify the score.

Any task marked 1 or 2 must have a plan of assistance written and be attached to the performance evaluation.

Any * task (essential job function) marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

Three tasks marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

- Successful completion of a 6 month introductory period
- Eligible for merit increase
- Not eligible for merit increase